



The EzWIC app is free and will allow you to scan foods to see if a food is WIC eligible and check your balance.

Download at:



For Other Questions call your local WIC clinics:

Tiyan: (671) 475-0295/6
 Dededo: (671) 635-7471/2
 Sta. Rita: Mon/Wed/Fri (671) 565-3537
 Inarajan: Tues & Thurs (671) 828-7550
 Email: guamwic@dphss.guam.gov

24 Hour Breastfeeding Hotline
 (671) 488-5171



This institution is an equal opportunity provider.

eWIC Questions & Answers

What is a PIN (Personal Identification Number)?
 A PIN is a four-digit secret number that, along with the card, allows access to your WIC benefits. When choosing a PIN, choose four numbers that are easy for you to remember, but hard for someone else to figure out (for example, your parent’s birthday).

What if I enter the wrong PIN?
 DO NOT try to guess your PIN. **If the PIN is entered incorrectly four times, your account will be locked.** This is done as a protection from someone guessing your PIN and getting your food benefits. You will have to wait until after 12:00 am for your account to unlock to try again.

What should I do if someone finds out my PIN?
 If someone has your PIN who should not have it, immediately call Customer Service at 1(877) 216-3082 or go online at www.ebtEDGE.com and change your PIN. You may also go to your WIC office to change your PIN.

What if I forget my PIN?
 Call Customer Service at 1(877) 216-3082 or go online at www.ebtEDGE.com. You may also go to your WIC office to reset your PIN.

What should I do if my card is lost or stolen?
 Call Customer Service at 1(877) 216-3082. You may also visit your WIC office to get a replacement card. If your card has been reported as lost, the card will no longer be able to be used, even if you find it later. There may be a delay in getting a new card.

eWIC Questions & Answers

How will I get benefits with my eWIC card?
 Your benefit amount will not change because of eWIC, nor will the process for receiving benefits. You will get a shopping list from your local WIC office that lists your monthly food benefits. Food benefits for each WIC participant will be put into an eWIC account for your household. As food items are purchased with your eWIC card, these items will be deducted from the available balance in your household account. The available amounts of items will be printed on your receipt.

When will I have my benefits?
 Benefits will be in your account at 12:00 am midnight (local time) on the beginning date and will expire at 11:59 pm (local time) on the last date to use or your benefits will be lost.

What happens if all the WIC foods are not purchased? Will these benefits roll over to the next month?
 Benefits not used will expire at 11:59 pm (local time) on the last date to use. Benefits will not roll over to the next month.

What if my eWIC card doesn’t work?
 Call Customer Service at 1(877) 216-3082. You may also go to your WIC office to get help.

How do I take care of my card?

- Keep the card in a safe place.
- Do not bend or misuse the eWIC card.
- Do not place the eWIC card near magnets, cell phones, TVs or microwaves.
- Do not leave the eWIC card in your car.
- Do not throw the eWIC card away. The same card can be used again.

Guam eWIC

Using your Guam eWIC card



eWIC Customer Service

**24 Hours a Day
 7 Days a Week**



1.877.216.3082

www.ebtEDGE.com

Check Your Account Balance

- Check your balance before shopping. You can check your last shopping receipt, view it online at www.ebtEDGE.com, or call Customer Service at 1(877) 216-3082.

Shop for Your WIC Foods

- Buy what you need. You do not have to buy all your foods at one time.
- You cannot use self-checkout with your eWIC card.

At checkout

- Separate your WIC foods from other foods.
- Have your eWIC card ready.
- Before scanning any of the foods, tell the cashier you are using an eWIC card.
- When the cashier tells you, slide your eWIC card or hand your eWIC card to the cashier.
- Enter your PIN and press the enter button on the keypad.
- The amount of approved food items and dollar amounts of fruits and vegetables you purchase will be deducted from your WIC account.
- The cashier will give you a receipt which shows your remaining balance and the date benefits expire.
- If you will be using both SNAP benefits and eWIC at the grocery store, use your eWIC card first and then your SNAP card.

Keep your eWIC card and bring it with you each time you come to your WIC office.



Your remaining balance will be listed at the bottom of your cash register receipt. The receipt may look different, depending on where you shop. Here is an example of what you will be able to purchase for each item on the receipt. Not all participants receive all items listed.

For Women and Children

Milk
1.00 gal = 1 gallon 1.00 hgl or 0.50 gal = 1 half-gallon 1.00 qt or 0.25 gal = 1 quart
Juice
1.00 can = 11.5-12 OZ can concentrate 1.00 CTR= 46 oz bottle/container 1.00 btl =64 oz bottle/jug
Breakfast Cereal
36.00 Oz = up to 36 oz breakfast cereal purchased in boxes or bags
Bread/Whole Grains
16 oz = 16 oz package of WIC approved bread, brown rice, whole wheat pasta, wheat or corn tortilla 32 oz = two -16 oz packages of above
Peanut Butter, Beans, Peas, Lentils
1.00 CTR = 16 oz bag dry beans 1.00 CTR = 4 cans of beans .25 = 1 can of beans 1.00 CTR = one 16-18 oz jar peanut butter
Small, Medium, Large Grade A/AA White or Brown Eggs
1.00 doz = one dozen eggs

For Women and Children

Fish
30.00 Oz = up to 30 oz fish of varieties and sizes on your approved food list
Fruits and Vegetables
11.00 \$\$\$ = Fresh, frozen, or canned fruits and vegetables up to the dollar value listed
Cheese, Tofu, Yogurt
1.00 LB = 1 Pound= 16 oz cheese/tofu 32 oz = One – 32 oz container of WIC approved yogurt 64 oz = Two – 32 oz containers

For Infant

Baby Formula
If your baby receives formula, the receipt will show the number of cans/containers of formula per month
Baby Cereal
24.00 oz = Three - 8 oz containers
Baby Fruits & Vegetables
64.00 oz = 16 jars or 8 two-packs in 4 oz jars/packs 128.00 oz = 32 jars or 16 two-packs in 4 oz jars/packs 256 oz = 64 jars or 32 two-packs in 4 oz.jars/packs
Baby Meats
77.5 oz = 31 jars purchased in 2.5 oz jars per month

Keep your receipt to know the balance and the dates to buy your WIC foods.

GUAM WIC STORE 1234 Barrigada, GU 96913			
STORE ID:	WICW006		
TERM ID:	WIC006001		
CLERK ID:	999		
DATE & TIME:	3/27/2018 10:10 AM		
SEQ NUMBER:	034		
CARD:	*****0007		
AUTH CODE:	123499		
WIC PURCHASE			
QTY	UNITS	DESCRIPTION	PRICE
12.00	oz	Cream of Wheat 12 Oz	
		1.00 @9.99	9.99
28.00	oz	Cream of Wheat 28 Oz	
		1.00 @7.77	7.77
10.00	\$\$\$	Fruits & Vegetables	10.00
=====			
TOTAL ITEMS SOLD = 2			
\$10.00 - Fruits & Veggies			
=====			
PURCHASE SUBTOTAL			27.76
DISCOUNTS APPLIED			0.00
=====			
APPROVED PURCHASE TOTAL			18.11
BALANCE DUE - \$ 0.00			
BENEFITS EXPIRE ON 4/27/2018			
QTY	UNITS	DESCRIPTION	
993.00	lb	Cheese	
993.00	doz	Eggs	
993.00	lb	Breakfast Cereal	
969.00	gal	2%, 1%, 1/2% or Skim Milk	
999.00	gal	Lactose Free Milk LF/skim	
999.00	cont	11.5/12.0/46/48 oz Juice	
999.00	\$\$\$	Fruits & Vegetables - CVB	
**** CARDHOLDER COPY ****			
**** PLEASE SAVE THIS RECEIPT ****			
****FOR BALANCE INFO VISIT****			
****WWW.EBTEDGE.COM****			

Date Benefits Expire

Remaining Balance